

RETURNS ADVICE NOTE (QUALITY ISSUES ONLY)

DATE

27 JUNE 2024



CUSTOMER DETAIL

OUTLET NAME Shoprite Canelands DC	ACCOUNT NUMBER (C-CODE) C0790	AREA 22 New Glasgow Road Canelands	GROUP ACCOUNT REFERENCE /CLAIM NUMBER
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DISTRIBUTION CENTRE OFFICE USE ONLY:

SHIPMENT NUMBER:

CREDIT NOTE NUMBER:

PRODUCT DETAILS

REPRESENTATIVE							DRIVER	DISTRIBUTION CENTRE
PRODUCT CODE	PRODUCT DESCRIPTION	PACK SIZE	CASES	BATCH NUMBER	EXPIRY DATE	REASON CODE	CASES	CASES
FGCD052	STRONGBOW GOLD APPLE CIDER - 24 X 440ML CAN	440ML	41	L3344710E0838	SEP 24	601		
FGCD048	STRONGBOW RED BERRY CIDER - 24 X 440ML CAN	440ML	1	L4108710E2105	JAN 25	601		

ONLY THE ABOVE APPROVED QUANTITIES & BATCHES WILL BE COLLECTED & CREDITED.

RETURN REASON CODES

CODE	DESCRIPTION	DETAIL
601	Extrinsic	Product where the external packaging (i.e. label, capsule, carton, etc.) is incorrect or damaged
602	Intrinsic	QUALITY - Product where the content is incorrect, i.e. foreign object, taste, smell, colour, etc.
603	Stock Recall	QUALITY - Any product to be withdrawal from trade under instruction from Heineken Quality Management and Research department

RETURN REASON DESCRIPTION

Leaking Cans of Strongbow Gold Apple Leaking Strongbow Berry Cans. 997 units of Gold and 1 case of Berry

AGREED UPLIFTMENT QUANTITIES & BATCHES (PRIOR TO UPLIFTMENT)

District manager (SHP) NAME: Benjmor Ngwenya	Representative (SHP) NAME: Elsworth Nene	Customer NAME: Nhlakanipho Mchunu
SIGNATURE:	SIGNATURE: EMNENE	SIGNATURE:

UPLIFTMENT EXECUTED (DAY OF UPLIFTMENT)

Customer NAME:	Driver NAME:	Distribution Centre NAME:
SIGNATURE:	SIGNATURE:	SIGNATURE:

NOTE: PLEASE NOTE THAT THIS IS NOT A CREDIT NOTE, but serves to inform the company that its sales representative recommends that a credit note be passed for the reason specified above. Should the Regional Sales Manager in his/her sole discretion accept this recommendation, a credit note will be passed in favour of the Customer. No refunds or product replacements will be given.

NO RETURNS TO UPLIFT

